



TM435: Middle Management Leadership Program

Training Description:

The Middle Management Leadership Program is a comprehensive leadership development training course designed to equip current and aspiring middle managers with the practical skills, strategic mindset and leadership capabilities required to successfully manage teams, execute organizational strategies and drive business performance.

Middle managers serve as the critical link between senior leadership and operational teams. They are responsible for translating strategic objectives into actionable plans while motivating employees, managing performance, resolving conflicts and leading organizational change. This training course provides participants with proven leadership frameworks, modern management techniques and practical tools to effectively lead people, improve decision-making, strengthen communication and build high-performing teams.

Through interactive discussions, leadership assessments, real-life case studies, role-playing exercises and practical workshops, participants will develop the confidence and competence to lead with influence, accountability and emotional intelligence in today's dynamic business environment.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the changing role and responsibilities of middle managers
- ✓ Develop leadership styles suitable for different situations
- ✓ Improve communication, coaching, and interpersonal skills
- ✓ Build motivated, engaged, and high-performing teams
- ✓ Strengthen decision-making and problem-solving capabilities
- ✓ Effectively manage employee performance and accountability
- ✓ Lead organizational change with confidence
- ✓ Resolve workplace conflicts professionally
- ✓ Enhance emotional intelligence and resilience
- ✓ Improve delegation, time management, and productivity
- ✓ Build stronger collaboration across departments
- ✓ Create personal leadership development plans for continuous improvement

Training Designed for:

This training course is intended for Middle Managers, Department Managers, Functional Managers, Operations Managers, Team Leaders, Supervisors preparing for management positions, Project Managers, Section Heads, Unit Managers, Business Managers, Administrative Managers, Technical Managers, HR Professionals responsible for leadership development and Professionals transitioning into leadership roles.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

UNDERSTANDING LEADERSHIP EXCELLENCE AND THE ROLE OF MIDDLE MANAGERS

- ❖ **Module 1: The Strategic Role of Middle Management**
 - Understanding organizational structure
 - The bridge between executives and employees
 - Balancing operational and strategic responsibilities
 - Creating value through leadership
- ❖ **Module 2: Leadership versus Management**
 - Key differences
 - Essential leadership competencies
 - Characteristics of successful managers
 - Leadership mindset development
- ❖ **Module 3: Leadership Styles**
 - Situational Leadership
 - Transformational Leadership
 - Servant Leadership
 - Coaching Leadership
 - Adaptive Leadership
- ❖ **Module 4: Self-Leadership**
 - Personal effectiveness
 - Professional credibility
 - Building trust
 - Accountability
 - Integrity
- ❖ **Exercises:**
 - Leadership competency assessment
 - Personal leadership profile
 - Individual development goals

DAY TWO:

EFFECTIVE COMMUNICATION AND PEOPLE MANAGEMENT

- ❖ **Module 1: Leadership Communication**
 - Active listening
 - Asking effective questions
 - Clear and persuasive communication
 - Non-verbal communication
 - Executive presence
- ❖ **Module 2: Influencing Without Authority**
 - Building credibility
 - Stakeholder management

- Negotiation techniques
- Managing expectations
- ❖ **Module 3: Coaching and Mentoring Employees**
 - Coaching models
 - Giving constructive feedback
 - Conducting coaching conversations
 - Employee development planning
- ❖ **Module 4: Employee Motivation and Engagement**
 - Understanding motivation theories
 - Employee recognition
 - Building commitment
 - Creating ownership
 - Retention strategies
- ❖ **Exercises:**
 - Difficult conversations
 - Coaching practice
 - Communication role-play

DAY THREE:

MANAGING PERFORMANCE AND HIGH-PERFORMING TEAMS

- ❖ **Module 1: Building High-Performance Teams**
 - Team development stages
 - Team dynamics
 - Psychological safety
 - Collaboration techniques
- ❖ **Module 2: Performance Management**
 - Setting SMART objectives
 - KPIs and performance indicators
 - Performance reviews
 - Continuous feedback
- ❖ **Module 3: Delegation and Empowerment**
 - Effective delegation techniques
 - Decision-making authority
 - Accountability frameworks
 - Employee empowerment
- ❖ **Module 4: Managing Difficult Employees**
 - Performance improvement
 - Behavioral issues
 - Corrective actions
 - Maintaining fairness and consistency
- ❖ **Exercises:**
 - Performance review simulation
 - Team-building exercises
 - Delegation planning

DAY FOUR:

DECISION MAKING, CONFLICT RESOLUTION AND CHANGE LEADERSHIP

- ❖ **Module 1: Strategic Thinking**
 - Systems thinking
 - Business awareness
 - Risk assessment
 - Prioritization techniques
- ❖ **Module 2: Decision-Making Skills**
 - Critical thinking
 - Analytical tools
 - Problem-solving models
 - Root cause analysis
- ❖ **Module 3: Conflict Resolution**
 - Sources of workplace conflict
 - Conflict management styles
 - Mediation techniques
 - Negotiation skills
- ❖ **Module 4: Leading Organizational Change**
 - Change management principles
 - Managing resistance
 - Building employee commitment
 - Communicating during change
- ❖ **Exercises:**
 - Problem-solving simulation
 - Conflict resolution case study
 - Change leadership exercise

DAY FIVE:

EMOTIONAL INTELLIGENCE, LEADERSHIP GROWTH, AND ACTION PLANNING

- ❖ **Module 1: Emotional Intelligence for Leaders**
 - Self-awareness
 - Self-regulation
 - Empathy
 - Social awareness
 - Relationship management
- ❖ **Module 2: Resilience and Stress Management**
 - Managing pressure
 - Building resilience
 - Preventing burnout
 - Work-life effectiveness
- ❖ **Module 3: Innovation and Continuous Improvement**
 - Encouraging creativity
 - Leading improvement initiatives
 - Continuous learning culture
 - Agile leadership principles
- ❖ **Module 4: Personal Leadership Development**
 - Creating a leadership vision
 - Career planning

- Building influence
- Leadership succession
- Continuous professional development
- ❖ **Final Exercises:**
 - Leadership action plan
 - Personal development roadmap
 - Group presentations
 - Knowledge assessment
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD\$ TBA - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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